

The data in this report relates to all Fife College campuses for academic year **2015/16**, from 01 August 2015 to 31 October 2015.

Appendix 1

Complaints Handling Procedure Indicators		Aug-Oct		Total for 2014/15	
1.0	Total number of complaints received and complaints received per 100 population				
1.1	Number of complaints Received	83		206	
1.2/1 a	College Population and Number of Complaints received per 100 population	19000	0.4	19000	1.1
2.0	Number of complaints closed at each stage and as a % of all complaints closed				
2.1/2 a	Number of complaints closed at Stage 1 and % of total closed	11	13.3%	61	29.6%
2.2/2 b	Number of complaints closed at Stage 2 and % of total closed	64	77.1%	137	66.5%
2.3/2 c	Number of complaints closed after Escalation and % of total closed	0	0.0%	8	3.9%
2.4	Open	8	9.6%	0	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage				
3.0	Stage 1				
3.1/3a	Number and % of complaints upheld at Stage 1	9	81.8%	28	45.9%
3.3/3c	Number and % of complaints not upheld at Stage 1	2	18.2%	33	54.1%
3.0	Stage 2				
3.4/3d	Number and % of complaints upheld at Stage 2	47	73.4%	81	59.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	17	26.6%	56	40.9%
3.0	Escalated				
3.7/3g	Number and % of complaints upheld after Escalation	0		3	37.5%
3.9/3i	Number and % of complaints not upheld after Escalation	0		5	62.5%
4.0	Total working days and average time in working days to close complaints at each stage				

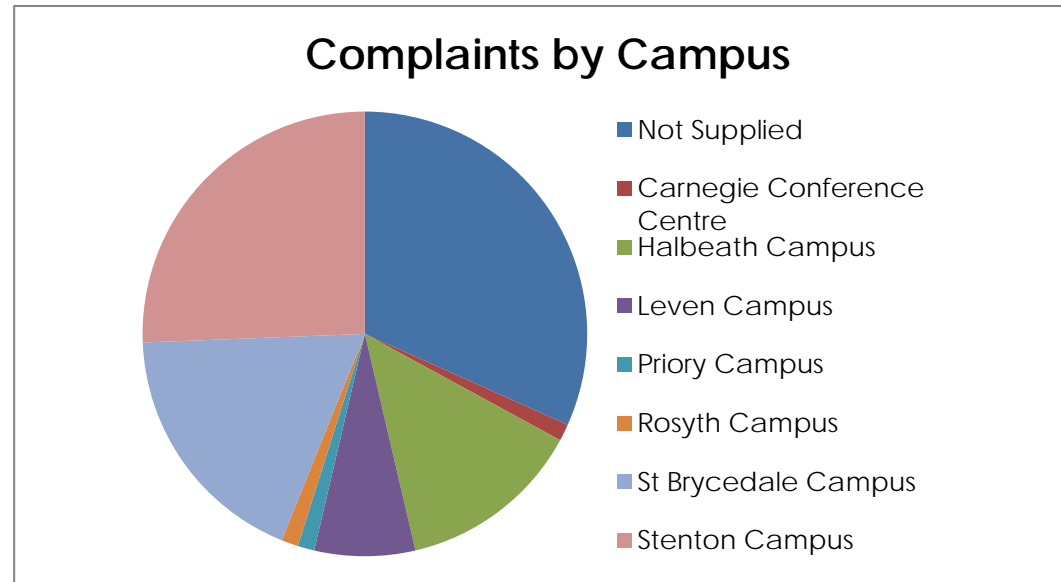
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4.1/4a	Total working days and average time in working days to close complaints at Stage 1	51	4.6	232	3.8
4.2	Total working days and average time in working days to close complaints at Stage 2	903	14.1	1891	13.8
Complaints Handling Procedure Indicators		Aug–Oct		Total for 2014/15	
4b	Total working days and average time in working days to close complaints after Escalation	0		100	12.5
5.0	Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days; Escalated = 20 working days)				
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	7	63.6%	51	83.6%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	36.4%	10	16.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	57	89.1%	114	83.2%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	7	10.9%	23	16.8%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		8	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0		0	0.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised				
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	4	100.0%	6	60.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	4	40.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	7	100.0%	21	91.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	2	8.7%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0		0	
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0		0	
7.0	Customer satisfaction on completed complaints				
	Customers satisfied with service, numbers and percentage	75	100.0%	205	99.5%
	Customers satisfied with outcome, numbers and percentage	75	100.0%	205	99.5%

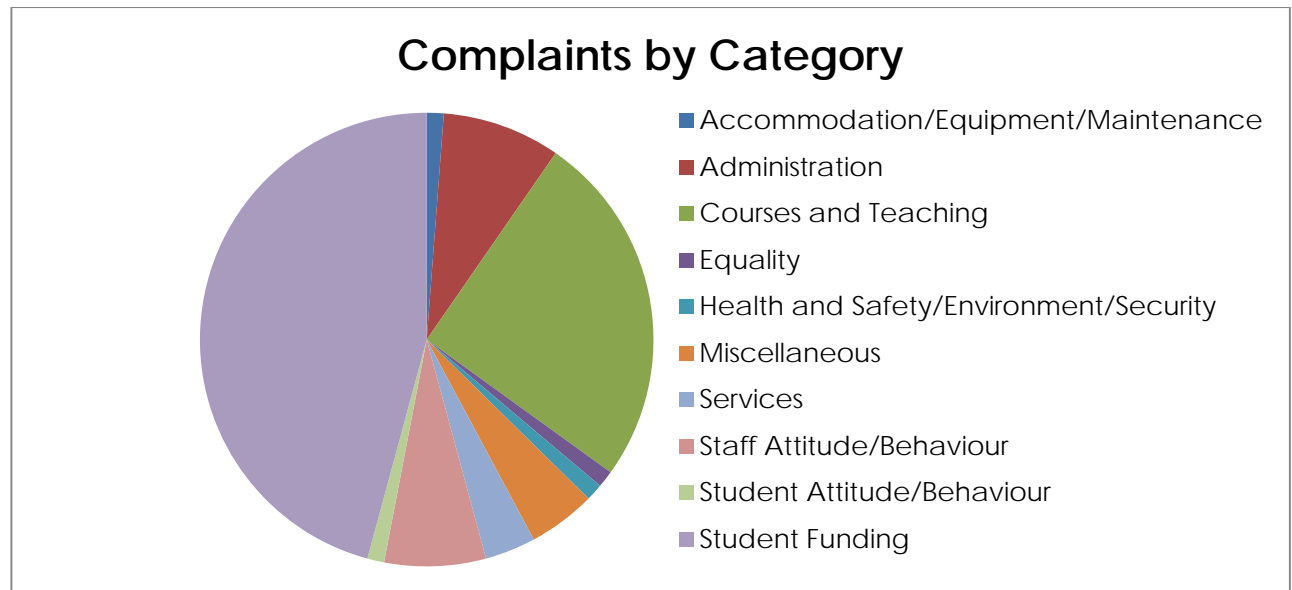
Complaints by Department

Business Development (Commercial)	3
College	5
Customer Service	1
Estates	1
Learning and Teaching Services	1
Data and Information Management	42
Beauty and Complimentary Therapies	2
Business and IT	3
Childcare	1
Core Skills	3
Electrical, Electronic and Petroleum	3
Health Care	1
Hospitality, Tourism and Retail	1
Management, Leadership and Enterprise	1
Mechanical Engineering	1
Motor Vehicle	1
Performing Arts	2
Science	1
Social Care	3
Social Science	1
Supported Programmes	6

Complaints by Campus



Complaints by Category



Analysis of Complaints

Complaints are an important source of feedback on the quality of our services and, as such, we welcome them and use them as a basis for improvement across the organisation.

A number of complaints within the first quarter were pertaining to Student Funding. The main issues related to delays in processing Student Funding applications, which resulted in delays to payments. A large number of complainants in these cases also made reference to a lack of response to e-mails and telephone calls as well as conflicting information being given in relation to their funding application.

The main cause of the delay in processing student funding applications was due to the implementation of the new system being delayed by two months. Added to this, even although applications could then be processed, it was another month before the calculation routine and the generation of award letters was made available to the team.

The college takes these complaints very seriously and as a result will be reviewing all processes relating to Student Funding for implementation throughout academic session 2015/16 and moving forward in to 2016/17, which will also include requirements in relation to supporting evidence.

There were no clear themes identifiable in respect of the 21 complaints pertaining to courses and teaching. Issues identified in these complaints were varied, including timetabling issues and cancelled classes. Following investigation, action has been taken to resolve the issues identified and has been used to inform and improve our service standards.